

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
\$120,806.00	DHS SFSC_07-59001

Bid Description: Montcalm County - Resource Coordination and In Home Family Preservation

Due Date For Response: 11-06-2006
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Contact Person Name: Roberta Christensen	Phone #: (989) 831-8512
E-Mail Address: ChristensenB@michigan.gov	

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **SFSC 07-59001**

Bid Submission Due Date & Time: **November 6, 2006 at 2:00 pm**

Geographic Area to be Served: **Montcalm County**

Service Titles: **Resource Coordinator and in-home family preservation services**

Anticipated Contract Begin and End Dates: **01-01-2007 to 09-30-2009**

Method of Reimbursement: **x** Actual Cost Unit Rate

Maximum Annual Contact Amount: **\$ 120,806.00** per year

Issuing Office: Department of Human Services **Montcalm**

Contact Person: **Roberta Christensen**

Telephone #: **989-831-8512** Fax #: **989-831-8496**

Email Address: **ChristensenB@michigan.gov**

Pre-proposal Conference: (Date, time, location) **10-23-2006**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **10-23-06 4:00 pm**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Montcalm County Department of Human Services		
DHS Office		
P.O. Box 278, 609 N. State Rd.		
Street Address		
Stanton	MI	48888
City	State	Zip

The bidder must submit all inquires regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

[Any bidder wishing to serve more than one geographic area must submit a separate bid response for each geographic location that they wish to serve. Bid responses that combine more than one geographic area will not be considered for award.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

[For the first contract period, the annual dollar amount will be prorated for the remainder of the year.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority: P.A. 2080 of 1939. Completion: Mandatory. Penalty: Contract Invalid	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
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BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Montcalm County.

B. Location of Facilities

The Contractor shall provide services described herein in facilities located within Montcalm County.

C. Client Eligibility Criteria

1. Montcalm County residents with children, 0 to 18 years of age, who have been determined to be at risk of abuse or neglect families, vulnerable families, families that are in the process of reunification after out of home placement of children or are at risk of adoption disruption. The referring party may be Montcalm County agencies such as Department of Human Services, Juvenile Court, and Montcalm Center for Behavioral Health or Montcalm area schools.

2. Determination of Eligibility

Determination of eligibility will be made in by the contractor in conjunction with the referring party by using the criteria listed above.

D. Services to be Delivered

Family Preservation services through the delivery of In Home Family Treatment to work with families on strengthening their ability to function in a healthy manner and Resource Coordination to assist families in identifying and addressing issues that need resources. The Resource coordination can function independently of the In Home Family Treatment or in tandem.

Service #1 of 2: In Home Family Treatment

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Employ suitable in-home therapists. The in-home therapist must have a master's degree in social work, sociology, psychology or related field of study.

All staff who have direct contact with youth or families on an ongoing basis shall have the following documentation in their personnel files prior to having any direct contact with youth/families: Documentation of a national criminal history background check, in accordance with the Volunteers for Children Act - amending the National Child Protection Act. Any prior felony convictions or other irregularity must have written evidence of supervisory review and acknowledgement, which justifies employment.

Central Registry documentation that he or she has not been named in a central registry case as a perpetrator of child abuse or neglect.

A valid driver's license with no restrictions as to when and where the worker or supervisor may drive and a current copy (at time of hire) of their driving record.

- b. Accept referrals on a first come first serve basis. In-home therapy caseloads can be no more than 5 families at a time. The Contractor may not maintain a waiting list. The Contractor shall determine the number of available case openings at any given time.
- c. The in-home therapist will meet with the referring party and resource coordinator within 24 hours following the referral or the next business day to discuss the case, identify risk factors and determine if further involvement by the referring party is required and have appropriate release of information arranged.
- d. The family will have an initial face to face contact with the in-home therapist and resource coordinator within 3 days of the referral. The therapist will determine if the family is willing to participate in services. and develop with the family appropriate treatments goals and action steps. If the family is not desirous of the service, the Contractor will advise the referring party.
- e. Within 21 days of the referral, submit to the referring party an Assessment and Service Plan report which shall address the following:

1. Record of client contacts.
 2. Individual and family assessment.
 3. Problem identification.
 4. Write a service plan individualized for each family. The plan shall include, but is not limited to: identifying client strengths, helping clients define specific goals of intervention, showing the client how improvements can occur, helping clients resolve or improve problems by such techniques as examining positive alternatives for negative behaviors, teaching ways to prevent the reoccurrence of abuse and neglect and other family conflict, and setting up resources and skills to maintain ongoing progress. The service plan and its goals shall be developed in collaboration with the family.
 5. Oversee treatment plan implementation.
- f. Services provided may include but not limited to depending on the family's need:
1. Teaching parenting skills
 2. Interventions to keep children safe
 3. Family, individual and marital counseling
 4. Teaching anger management
 5. Teaching appropriate communication skills
 6. Teaching home skills
- g. Provide service in the client's home or at the client's request a location mutually agreed upon by the Contractor and the client.
- h. Provide intensive services with a minimum of 1 contact a week with an average of 3 hours a week per family. The services shall be a maximum of 2 months unless new risk factors are identified.
- i. The contractor's staff shall have a flexible working schedule determined by the needs of the family. This would include 24 hour, 7 days a week availability.
- j. Verbally evaluate with the family their progress or lack of progress in meeting objectives on a weekly basis.
- k. Assure that staff is aware of the Child Protection Law in Michigan and the requirements as a mandatory reporter of child abuse and neglect. The contractor is expected to require employees to comply with this law.
- l. Develop a written plan to administer specific assistance funds to clients to include: purpose and use of funds as related to the goals established in the Family's Services Plan goals.

- m. If requested by the referring party or family testify, in court and participate in client case consultations and conference with adjunct agencies.
- n. Discuss termination recommendations with the referring party no later than 7 days prior to anticipated closure of the case. A written termination report shall be submitted to the referring party no later than 7 days after case closure.
- o. Conduct a termination interview with family to summarize the progress the family made and options for maintaining progress within 48 hours of termination.
- p. An expectation for outcomes is that 80 percent of families served will remain safely together during the provision of services for for 1 year following case closure. The contractor will provide for gathering this data and a written report to the Montcalm County Department of Human Services at the end of each fiscal year for the duration of this contract.
- q. An expectation for outcomes is that 80 percent of families serviced will report an increase in positive family function as a result of this service after service has been terminated for three months. The contractor will provide for gathering this data and a written report to the Montcalm County Department of Human Services at the end of each fiscal year for the duration of this contract.

2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 30 families.

3. Unit Definition(s): One unit equals one family served.

Service # 2 of 2: Resource Coordinator

The Contractor shall:

- a. Employ a suitable Resource Coordinator. The Resource Coordinator must have a bachelors degree in social work, sociology, psychology or related field.

All staff who have direct contact with youth or families on an ongoing basis shall have the following documentation in their personnel files prior to having any direct contact with youth/families: Documentation of a national criminal history background check, in accordance with the Volunteers for Children Act - amending the National Child Protection Act. Any prior felony convictions or other irregularity must have written evidence of supervisory review and acknowledgement, which justifies employment.

Central Registry documentation that he or she has not been named in a central registry case as a perpetrator of child abuse or neglect.

A valid driver's license with no restrictions as to when and where the worker or supervisor may drive and a current copy (at time of hire) of their driving record.

- b. Accept referrals on a first come first serve basis. The Resource Coordinator will meet with the referring party, and In Home Therapist if appropriate within 24 hours of the referral or the next business day to discuss the case, identify risk factors and make arrangements for appropriate releases of information if needed.
- c. The family shall have an initial face to face contact the resource coordinator within 3 days of the referral as described in the section above. The resource coordinator will assist the development of goals and services needs for both the resource services and the in-home treatment as appropriate.
- d. The resource coordinator will assist the family and therapist to identify, locate and resolve any issues that increase the safety of the children and family. Examples of issues but not limited to child care, budgeting, transportation, housing needs or home repairs.
- e. The resource coordinator is to assist in building support systems and linkages between the family and the community. The may include but not limited to referrals to other parenting groups, post adoption groups, and educational systems. The resource coordinator will seek to educate the family about self-advocacy skills or information and referral knowledge that will empower a family to act independently after the termination of services.
- f. The resource coordinator's intervention will last no longer than two weeks if not actively involved in the in-home treatment plan. The resource

coordinator will remain involved in the in-home treatment plan if the need is indicated by the in-home therapist.

- g. The resource coordinator will provide a written report to the referring party describing the needs identified, intervention provided, and outcome of the services within three weeks of the referral. If services continue as part of the in-home treatment an additional written report will be generated at the closure of the in-home treatment also describing needs identified, intervention provided and the outcome of service provision.
- h. An expectation for outcomes is that 80 percent of families serviced will report an increase in positive family function as a result of this service after service has been terminated for three months. An expectation for outcomes is that 80 percent of families serviced will report an increase in positive family function as a result of this service after service has been terminated for three months. The contractor will provide for gathering this data and a written report to the Montcalm County Department of Human Services at the end of each fiscal year for the duration of this contract.
- i. An expectation for outcomes is that 80 percent of families served by the Resource Coordinator will be able to effectively apply knowledge learned through this service. An expectation for outcomes is that 80 percent of families serviced will report an increase in positive family function as a result of this service after service has been terminated for three months. The contractor will provide for gathering this data and a written report to the Montcalm County Department of Human Services at the end of each fiscal year for the duration of this contract.

2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 48 families.

3. Unit Definition(s): One unit equals one family served.

REQUEST FOR QUOTE - RATING CRITERIA

This request for quote/proposal will not be reviewed and the bidder will be disqualified from further consideration for award if:

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 15)

A. Agency

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- . How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

B. Staff

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.

- Is supervisory staff required to have an appropriate level of direct care experience?
3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- Length of experience
 - Similarity of experience to services to be required
 - Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - Will the service provided correspond to DHS' needs?
 - Does current administrative staff have previous work experience in directly providing these similar services?
 - Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - Length of experience
 - Supervisory
 - Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

D. Performance

1. If this or similar services were provided to DHS previously:
 - Were the terms of the agreement fulfilled satisfactorily?
 - Was DHS satisfied with the quality of services provided?
 - If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:

- Were the purchasers satisfied with the services provided?
- Were the services monitored by the purchasing agency?
- If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)

(Maximum points 25)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Is the bidder assessment process relevant for program eligibility and intent
 - Strength based; solution focused
 - Client centered
 - Timely after referral
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

III. Outcomes

(Maximum points 30)

- A. Were behavioral outcomes of services provided to DHS or other purchasers satisfactory?
- B. Was the bidder able to demonstrate ability to establish and achieve outcome goals?
- C. Were behavioral outcome goals that were established for the services appropriate?
- D. To what degree were outcome goals achieved? For what percentage of population served were goals achieved? What percentage of goals was achieved?
- E. Does the bidder demonstrate an ability to perform follow-up with clients and assess effectiveness of its services?

IV. Fiscal Resource Allocation

(Maximum points 10)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriately
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?
- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- I. Has the bidder documented sufficient match to meet state and federal requirements?
- J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?

- K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

V. Availability/Accessibility

(Maximum points 20)

- A. Does bid response adequately describe how bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?
- E. Transportation
- Is the bidder located close to public transportation?
 - Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
- F. Does the bidder make adequate provision for client transportation needs?
- G. Are the bidder's facilities and services easily accessible to clients with disabilities?
- H. Is the bidder's plan for addressing client language barriers feasible and appropriate?
- I. Does the bidder have an appropriate plan for serving clients with physical disabilities?
- J. Is the bidder's plan for use of specific assistance funds reasonable and appropriate to achieve program goals?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit _____ private, proprietary _____ public _____ university

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - Brief description of service provided;
 - Recipient of service;
 - Dates of service provision;
 - Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.

4. **Supervision**

Describe when and how staff will be supervised.

5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.

6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
 - . How available
 - . How used and when
9. Other
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

BIDDER NAME:

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1: _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #2 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #3 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #4 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Bidder: Submit this form in a separate envelope with the budget.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, place the position in whatever category the bulk of the individual's time will be spent.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID
MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

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